

Technical Exhibit C-5.7.4
“Newsletter Survey”

HOW IS OUR CUSTOMER SERVICE?

Please help us measure your satisfaction with our service. The information you provide is strictly confidential and will be combined with many other responses and used for statistical analysis. We appreciate and value your reply, which will help us improve our service to you.

Please rate us in the following customer service areas:

Telephone Inquiries - In rating our telephone inquiry service, please consider:

	Never		Usually		Always
* Are you able to reach us easily by phone?	1	2	3	4	5
* Are our employees helpful & courteous?	1	2	3	4	5
* Are our employees knowledgeable?	1	2	3	4	5

Written Correspondence - In rating our written correspondence, please consider:

	Never		Usually		Always
* Is our correspondence clear?	1	2	3	4	5
* Do we respond to you in a timely fashion?	1	2	3	4	5
* Do you receive the Retiree Newsletter?	1	2	3	4	5
* Do you read the Retiree Newsletter?	1	2	3	4	5
* Is the Retiree Newsletter informative and helpful?	1	2	3	4	5

Payroll Delivery - In rating our payroll delivery, please consider:

	Never		Usually		Always
* Does your pay arrive on time?	1	2	3	4	5

USCG/NOAA Pay Statements (Sent only when a change has been made to your account.)

	Never		Usually		Always
* When received, does your pay statement explain your pay entitlements & deductions satisfactorily?	1	2	3	4	5

Customer Expectations

	Never		Usually		Always
* Are we meeting your needs and expectations?	1	2	3	4	5

Comments: (please include your name if you'd like a response:

Please mail or fax form as follows:

Fax: 785-339-3770

Mail: COMMANDING OFFICER (RAS)
USCG HRSIC ATTN: CUSTOMER SURVEY
444 SE QUINCY ST
TOPEKA KS 66683-3591